



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Matrix Telecom, Inc.
d/b/a Matrix Business Technologies
d/b/a Trinsic Communications
d/b/a Excel Telecommunications
d/b/a VarTec Telecom
d/b/a Clear Choice Communications
for Filing Period 10/1/2009 to 12/31/2009
Tracking Number 3390

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information Section 730.510(a)(1)	0.00	0.00	0.00	0.00
C. Repair Office Answer Time Section 730.510(b)(1)	108.70 *	123.20 *	81.00 *	104.30 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	70.40 *	71.00 *	69.50 *	70.30 *
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	53.85% *	47.37% *	40.00% *	46.81% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.61	0.75	0.81	0.72
H. Percent Repeat Trouble Reports Section 730.545(c)	0.04 %	0.00 %	0.00 %	0.01 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$426.89	\$436.84	\$207.05	\$1,070.78
B. Number of credits issued for repairs - 24-48 hours	1	3	0	4
C. Number of credits issued for repairs - 48-72 hours	5	1	0	6
D. Number of credits issued for repairs - 72-96 hours	0	2	1	3
E. Number of credits issued for repairs - 96-120 hours	4	1	0	5
F. Number of credits issued for repairs > 120 hours	3	6	4	13
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:



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Operator answer time is provided by the ILEC.

Repair Office and Customer Service call answer-time is nationwide data, not state specific.